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# Effectively Dealing With a Crisis in the Residential or Foster Care Setting; Danger and Opportunity

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- Organizations are sometimes faced with crises involving clients or employees that reach media attention. For example, the sexual abuse of a child by a staff member. These crises often cause chaos within the institution or organization
- We utilize a multidisciplinary approach in developing strategies that effectively deal with the crisis itself, and with the organizational image that is perceived in the community and depicted in the media

## What is your institution's image ?



- A crisis in any institution is painful to an organization and their members, but can also be an opportunity to create teamwork, educate the public , and involve new people or develop partnerships in the community, to actually enhance the organization and its' image
- We consider the effects people within the organization, some who take opposing sides to the same crisis, or demand "closure" and "healing" before the crisis is even over, the need for "debriefing" at various points in institutional crisis.